IP Office 3.0
Delta Server (V5) and SMDR
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Introduction

IP Office Delta Server & SMDR

The IP Office Delta Server is a Windows PC application designed to receive from the IP Office information about call handling and call events. The Delta Server can then store and share that information with other applications. It is important to note that only a single Delta Server is supported for each IP Office. That Delta Server will then share information with multiple other applications.

This documentation looks at just the use of Delta Server for SMDR support. However the fact that the Delta Server may be being used by other applications must always be borne in mind at any customer site.

Example of applications that use Delta Server:

- **Third-Party Call Log/Account Applications**
  These applications collect and process SMDR records (Station Messaging Detail Reporting). SMDR records are detailed call records output by the IP Office to the Delta Server each time a call is finished, transferred, etc. The Delta Server can send these records to a log file, to one of its serial (COM) ports or to an IP address.

- **IP Office CBC (Compact Business Center)**
  An Avaya IP Office application that can display simple call reporting statistics and graphs.

- **IP Office CCC (Compact Contact Center)**
  An Avaya IP Office application that consists of many components for real time call reporting and historical record keeping. Much more sophisticated and flexible than CBC.
SMDR Overview

Each SMDR record collected by the Delta Server contains a number of pieces of information about a call. If the call is transferred, takes part in a conference, etc, then a separate record is produced for each stage of the calls history. A unique call ID for each call allows the different records for each stage of a single call to be identified. For a full list and description see SMDR Output Fields.

<table>
<thead>
<tr>
<th>Time Of Call Arrival</th>
<th>Call Duration</th>
<th>Ring Time</th>
<th>Dir.</th>
<th>COI</th>
<th>DDI</th>
<th>Account Code</th>
<th>Internal Call ID</th>
<th>More</th>
<th>F1 ID</th>
<th>P1 Name</th>
<th>P2 ID</th>
<th>P2 Name</th>
<th>Hold</th>
<th>Park Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004/10/19 07:47:07</td>
<td>00:00:00.0</td>
<td>2111</td>
<td>215</td>
<td>215</td>
<td>1</td>
<td>6</td>
<td>E215</td>
<td>0</td>
<td>0</td>
<td>E215</td>
<td>E215</td>
<td>E215</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2004/10/19 07:47:07</td>
<td>00:00:00.0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>1000</td>
<td>0</td>
<td>0</td>
<td>E-1</td>
<td>0</td>
<td>No Name</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2004/10/19 07:46:56</td>
<td>00:00:00.0</td>
<td>2151</td>
<td>215</td>
<td>215</td>
<td>0</td>
<td>6</td>
<td>V951</td>
<td>Channel</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>2004/10/19 07:46:54</td>
<td>00:00:00.07</td>
<td>2111</td>
<td>369</td>
<td>369</td>
<td>0</td>
<td>7</td>
<td>V951</td>
<td>Channel</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>2004/10/19 07:46:56</td>
<td>00:00:00.07</td>
<td>2111</td>
<td>9551</td>
<td>9551</td>
<td>0</td>
<td>7</td>
<td>V951</td>
<td>Channel</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0</td>
</tr>
</tbody>
</table>

The Delta Server can be configured to send the SMDR records it receives to a number of destinations. The required destination depends on which methods of data transfer are supported by the third-party call logging applications being used.

- **SMDR Log File**
  The SMDR records can be added to an SMDR log file. Each record is written in CSV text format. Each day, the date is appended to the previous days log file and a new log file started for the current day. Whilst Delta Server is running, the current days log file can be accessed by other applications but on a read only basis.

- **IP Polling**
  An IP port number can be specified on which the Delta Server PC will then listen. Third-party applications can poll that IP port to request the send of the most recent SMDR records.

- **Send to a specified IP address and port**
  The Delta Server can collect and send sets of SMDR records to a specified IP address and port number.

- **Send to a serial (COM) port**
  The Delta Server can output SMDR records to one of the serial (COM) ports of the Delta Server PC.
Delta Server System Requirements for SMDR Use

The following are the system requirements for the IP Office Delta Server when being used for SMDR operation only. If being used to support other applications such as CBC or CCC the requirements may differ. In those cases you should refer to the appropriate CBC or CCC installation documentation.

**Software**
- IP Office Administrator Applications CD

**Operating System**
- Windows 2000 Server or Professional with SP2
- Windows XP Professional.

**Minimum Recommended PC Specification**
This specification may need to be changed to reflect the operating system being used.
- Pentium III 500MHz or higher.
- 10GB free hard disk space.
- Minimum 256MB RAM.

**Network Requirements**
- The Delta Server PC should be on the same network segment as the IP Office system, ie. not connected to the IP Office via any intermediate router or remote connection.
- The PC should have an IP address on the same subnet as the IP Office system. A fixed IP address is recommended.
- Connection via LAN2 is not supported. The Delta Server should be connected via LAN1 of the IP Office.

**Additional Requirements**
- Microsoft Internet Explorer 5.5 or higher.
Planning
Completing the questions below with the customer will help ensure a successful installation.

- **IP Office:**
  - LAN1 IP Address: _____:_____:_____:_____
  - Subnet Mask: _____:_____:_____:_____

- **Delta Server PC:**
  - [ ] New PC, [ ] Existing PC.
  - Location: __________________________
  - Processor: ________________________
    *(Minimum Pentium III 500MHz)*
  - IP Address: _____:_____:_____:_____
  - Subnet Mask: _____:_____:_____:_____
  - Operating System:
    - [ ] Windows XP Professional.

- **SMDR Outputs Required:**
  - [ ] Log File: Location ______________________
  - [ ] IP Polling: Port ______
  - [ ] IP Send: Destination Address _____:_____:_____:_____
    *(Uses same Port number as above)*
    - Send every: [ ] Record, [ ] 10 records, [ ] 25 records, [ ] 50 records, [ ] 100 records.
    or
    - Send all at: ___:____ (24 hour clock).
  - [ ] COM Port: Port ____, Speed (bps) _______

- **Which applications will be accessing the Delta Server?**
  - _______________________
  - _______________________
  - _______________________
  - _______________________
  - _______________________
Installation

1. Installing Delta Server
These instructions cover installation of the IP Office Delta Server onto a networked PC from the IP Office Administrator Applications CD.

1. Insert the IP Office Administrator Applications CD into the CD Drive.
2. The CD should auto-start and display an Choose Setup Language dialog. Click Cancel to close the automatic installation.
3. Select My computer or Windows Explorer.
4. Right click on the drive containing the CD and select Open or Explore.
5. Open the CBC folder. This should contain two sub-folders, one for CBC itself and one for Delta Server.
6. Open the Delta Server folder.
7. Double click setup.exe.
8. Select the language for the installation and click OK.
9. The Delta Server Installshield Wizard is then started.
10. At the Welcome screen click Next to continue.
11. At the completed installation screen, click Finish.
12. The IP Office Delta Server is now installed to run as a Windows Service on the PC. Following initial installation the service is not started until either the PC is restarted or the service is started manually, see 2. Running the Delta Server Service.
2. Running the Delta Server Service
The IP Office Delta Server is installed to run as a Windows Service called **CCC Delta Server**. It can be stopped and started through the standard **Services** element of the Windows Control Panel.

Following normal installation, the service is installed but not started. The service is set to start automatically following a PC restart, however it can also be started manually.

**To start or stop the CCC Delta Server service:**

1. Click **Start**.
2. Select **Settings** and click **Control Panel**.
3. Double-click **Administrative Tools**.
4. Double-click **Services**.

5. Click on the **CCC Delta Server** service to select it.
6. Click on the ▶ icon to start the service. A dialog should appear reporting that Windows is attempting to start the service. If successful the service status will change to **Started**.
7. The **Service** panel can be used to start, stop and configure the CCC Delta Server service as standard for any Windows services.
8. Close the **Service** panel and if necessary the Windows **Control Panel**.
9. If this is the first time the **CCC Delta Server** service has been started, you now need to Access the Delta Server and configure it. You need to configure with which IP Office the Delta Server communicates and for SMDR if required to configure the SMDR output.
3. Accessing the Delta Server

The Delta Server runs as a Windows service which is started/stopped through the Service option of the Windows Control Panel. However to configure and manage the Delta Service it can be accessed through a web browser interface.

1. Click **Start**.
2. Select **Programs | CCC**.
3. Click **Delta Server**.
4. Internet Explorer should start and access the address **http://localhost:8080**.

5. If the Delta Server has just been installed, click on **Comms** to configure the IP Office with which the Delta Server should communicate.
Problems Accessing the Delta Server

If you encounter problems connecting to the IP Office SMDR (Delta Server) using Internet Explorer. You may need to enable Bypass proxy for local addresses. To enable this option:

1. In Internet Explorer Select Tools | Internet Options...
2. Select the Connections Tab
3. Click LAN Settings
4. In the Proxy server part of the window check Bypass proxy for local addresses.

Remote Access

The steps above are for access from the same PC on which the Delta Server service is running. Access from other PC's on the LAN can be arranged but will require configuration by the Network Administrator (assigning the PC a browseable name, ensuring that traffic to port 8080 is not blocked by firewalls, etc.) and is not within the scope of this documentation. However this is not recommended as the Delta Server interface is not password protected.
4. Comms (IP Office) Configuration

The Delta Server Comms screen is used to set with IP Office the Delta Server communicates.

1. Access the Delta Server using **Start | Programs | CCC | Delta Server**.

2. In the left-hand panel click **Comms**.

3. Select the required IP Office system from the **Connection** drop-down.

4. If the required system is not listed, enter its IP address in the **Search** box and click **Search**.
   - The Multimedia options relate to IP Office CCC installation and are not covered here.

5. Once the correct system is selected, click **Apply**. Ensure that the **Comms Status** changes to **Comms Restored**. This may take a few minutes.

6. If this is the first time setup of Delta Server, proceed to SMDR Configuration to enable SMDR output.

Note: If the IP Office name or IP address is changed, it is essential to reconnect the IP Office SMDR (Delta Server).
5. SMDR Configuration

SMDR call logging by the Delta Server is not enabled. This screen is used to enable and configure SMDR call logging.

1. Access the Delta Server using Start | Programs | CCC | Delta Server.

2. In the left-hand panel click SMDR.

3. Configure the SMDR logging options as required:

   - **SMDR Log File Enabled**
     Selecting this option enables the logging of SMDR records to a CSV format text file.

   - **SMDR File Name**
     Set the file name and location. At midnight, the log file is automatically renamed by appending the date and a new log file started. The current days log file can be accessed by other applications but only as a read-only file.

   - **SMDR Port Enabled**
     Selecting this option enables an listening IP port on the Delta Server PC which can be polled by third-party applications to access SMDR records.

   - **SMDR Port**
     Sets the port number used for **SMDR Port Enabled** above or **SMDR Port will act as a client** below.

   - **SMDR Port will act as a client**
     Selecting this option enables the Delta Server as a client sending SMDR records to the IP address and port specified.

   - **Remote host IP Address for SMDR client**
     Enter the IP Address of the remote host for the SMDR Client.

   - **Send Data every**
     This option applies to **SMDR Port Enabled** and **SMDR Port will act as a client** if selected. The Delta Server will then send records at the selected frequency. The options are to send every individual SMDR record or record sets every 10, 25, 50 or 100 records.

   - **Send Data at**
     This option applies to **SMDR Port Enabled** and **SMDR Port will act as a client** if selected. The Delta Server will send all SMDR records collected as a set at the time selected.
• **SMDR Com Port Enabled**  
  Selecting this option enables the Delta Server to send SMDR records as they occur to a specified PC serial (COM) port.

  - **SMDR COM Port**  
    Specifies the PC serial (COM) port to use.

  - **SMDR COM Port Bits per Second**  
    Specifies the port speed for the select serial (COM) port.

  - **Translate to Secure Logix**  
    If selected, changes the fields of the SMDR record output to the SMDR port, see SMDR Output Fields.

4. After making any change to the settings click **Apply**.
SMDR Output

Viewing Recent SMDR Records in Delta Server

Within the Delta Server, the Event Viewer Selector page can be used to select SMDR records and then display them as they occur on the Event Viewer page (they are shown with the Type listed as SMDR). However that page can display a range of other Delta Server messages which obscure the SMDR records.

The Recent SMDR page within Delta Server displays just SMDR records and so is much easier to monitor and interpret.

1. Access the Delta Server using Start | Programs | CCC | Delta Server.
2. In the left-hand panel click Recent SMDR.
3. The page should update automatically every 30 seconds. It can be forced to update by clicking refresh.
SMDR Output Fields
Each SMDR record contains call information in a comma-separated format (CSV), that is variable-width fields with each field separated by commas.

- The first line in the CSV file contains the field names, ie. headers.
- Depending on the activities during a call, some calls can be represented by several SMDR records. However for each call, a single call ID is included in all associated SMDR records for that call.
- The last record output for a call is marked as such by setting the continuation field to zero. This indicates no further records with that call ID will be output.
- The total duration of record is calculated as \textit{Call Duration} + \textit{Ring Duration} + \textit{Hold Time} + \textit{Park Time}
Standard SMDR Fields
The SMDR Delta Server output contains the following fields:

- **Call Start**: Call start time in the format `YYYY/MM/DD HH:MM:SS`. For all transferred call segment this is the time the call was initiated, so each segment of the call has the same call start time.

- **Call Duration**: Duration of the connected part of the call in `HH:MM:SS` format. This does not include ringing, held and parked time. A lost or failed call will have a duration of 00:00:00.

- **Ring Duration**: Duration of the ring part of the in `SSSS` format. This represents the interval between the call arriving at the switch and it being answered, not the time it rang at an individual extension.
  - For outbound calls, this indicates the interval between the call being initiated and being answered at the remote end if supported by the trunk type. Analog trunks are not able to detect remote answer and therefore cannot provide a ring duration for outbound calls.

- **Caller**: The callers' number. If the call was originated at an extension, this will be that extension number. If the call originated externally, this will be the CLI of the caller if available, otherwise blank.

- **Direction**: Direction of the call – `I` for Inbound, `O` for outbound. Internal calls are represented as `O` for outbound. This field can be used in conjunction with `Is_Internal` below to determine if the call is internal, external outbound or external inbound.

- **Called Number**: This is the number called. For a call that is transferred this field shows the original called number, not the number of the party who transferred the call.
  - Internal calls: The extension or group called.
  - Inbound calls: The DDI dialed by the caller if available.
  - Outbound calls: The dialed digits.
  - Voice Mail: Calls to a users own voicemail mailbox.

- **Dialled Number**: For internal calls and outbound calls, this is identical to the called_number above. For inbound calls, this is the DDI dialed by the caller.

- **Account**: The last account code attached to the call. Note: IP Office account codes may contain alphanumeric characters.

- **Is Internal**: 0 or 1, denoting whether both parties on the call are internal or external (1 being an internal call). Traffic between IP Office systems and other switch's (including other IP Office sites) are represented as external calls.

- **Call ID**: The call id. This is a number This is generated by the IP Office upon creation of the call.

- **Continuation**: 1 if there is a further record for this call id, 0 otherwise.

- **Party1Device**: The device number – E1234 for an extension, T1234 for a trunk or V1234 for a voicemail channel for the first party on the call. Note: If an extension is involved in the call it will have priority over a trunk, therefore the Party 1 device is not always the call maker.

- **Party1Name**: The name of the device – for an extension or agent, this is the user name. For a trunk, this is " Line XX.XX".

- **Party2Device**: The device number – E1234 for an extension, T1234 for a trunk or V1234 for a voicemail channel for the first party on the call.

- **Party2Name**: The name of the device – for an extension or agent, this is the user name. For a trunk, this is " Line XX.XX".

- **Hold Time**: The amount of time in seconds the call has been held during this call segment.

- **Park Time**: The amount of time in seconds the call has been parked during this call segment.
Secure Logix SMDR Format Fields
This format can be selected for SMDR output to a serial (COM) port, see SMDR Configuration. It reduces the fields included in the SMDR records as follows:

- **Call Start**
  Date and time of the call start in the format `YYYY/MM/DD HH:MM:SS`.

- **User Station**
  The internal extension that made or received the call.

- **Caller**
  The caller's number. If the call was made by an internal extension this will match the User Station above.

- **Dialed Number**
  The number called. For internal calls this is the extension dialed. For incoming external calls this is the DID number. For outgoing external calls this is the number dialed.

- **Call Duration**
  The call duration in the format `HH:MM:SS`. A lost call will have the duration 00:00:00.
Example SMDR Records
The following are examples of IP Office SMDR records. The numbers in [ ] brackets has been added to refer to the explanation text.

Example: Lost incoming Call
In this record, the call duration [1] shows us that it was a lost or missed call. The Ring Duration[2] shows that it rang for 9 seconds before ending (show by the Continuation[3] field being 0).

2002/06/28 09:28:41,00:00:00[1],9[2],8004206,I,4324,4324,,0,1000014155,0[3],E4324,Joe Bloggs,T9161,LINE 5.1,0,0

Example: Call Answered by Voicemail
In this example, 215 [1] has made a call to 211 [2]. However the Party2Device and Party2Name [3] show that the call was answered by voicemail.

2004/10/20 06:43:58,00:00:10,21,215[1],O,211[2],211,,I,28,0,E215,Extn215,V9051,VM Channel 1[3],0,0

Example: Call Transferred to Voicemail
In this example, the Continuation field [1] in the first record tells us that it wasn't the end of the call. The matching Call ID [2] identifies the second record as part of the same call. The change in Party 1 [3] details between the two records show that the call was transferred to voicemail.

2002/06/28
09:30:57,00:00:13,7,01707392200,I,299999,299999,,0,1000014160[2],1[1],E4750,John Smith[3],T9002,LINE 1.2,11,0

2002/06/28
09:30:57,00:00:21,0,01707392200,I,299999,299999,,0,1000014160[2],0,V9502,VM Channel 2[3],T9002,LINE 1.2,0,0

Example: Internal call
The Is Internal [1] field being 1 shows this to be a internal call. The Ring Duration [2] was 4 seconds and the total Call Duration [3] was 44 seconds.

2002/06/26 10:27:44,00:00:44[3],4[1],4688,O,4207,4207,,1[1],1000013898,0,E4688,Joe Bloggs,E4207,John Smith,0,0

Example: Outgoing Call
The combination of the Direction [1] field being outbound and the Is Internal [2] field be 0 show that this was a outgoing external call. The line (and in this case channel) used are indicated by the Party2 Name [3] and being a digital channel the Ring Duration [4] before the call was answered is also shown.

2002/06/28 08:55:02,00:08:51,9[4],4797,O[1],08000123456,08000123456,,0[2],1000014129,0,E4797,Joe Bloggs,T9001,LINE 1.1[3],0,0

Example: Voicemail call
The two records below show calls to voicemail. The first shows the Dialed Number [1] as*17, the default short code for voicemail access. The second shows the Dialed Number [2] as VoiceMail, indicating some other method such as the Message key on a phone was used to initiate the call.

2002/06/28 09:06:03,00:00:19,0,4966,O,*17,*17[1],0,1000014131,0,E4966,John Smith,V9501,VM Channel 1,0,0
2002/06/28
09:06:03,00:00:19,0,4966,O,VoiceMail,VoiceMail[2],1,1000014134,0,E4966,John Smith,V9501,VM Channel 1,0,0
**Example: Parked Call**
In this example the first record has a Park Time [1] showing that the call was parked. The Continuation [2] field indicates that the call did not end this way and there are further records. The second record has the same Call ID [3] and shows a change in the Party2Name [4], indicating that party unparked the call.

2004/10/20
07:18:31,00:00:12,3,215,0,210,210,,1,38[3],1[2],E215,Extn215,E210,Extn210[4],0,7[1]
2004/10/20
07:18:31,00:00:10,0,215,0,210,210,,1,38[3],0,E215,Extn215,E211,Extn211[4],0,0

2002/06/26 11:33:06,00:02:11,10,8004200,I,4688,4688,,0,1000013937,0,E4688,John
Smith,T9162,LINE 5.2,0,94

**Example: Incoming call with Account Code**
In this example, at some stage as the call was made or during the call, an Account Code [1] has been entered. In this specific case it is a text account code which can be selected and entered by the user using IP Office Phone Manager.

2002/06/28
11:29:12,00:00:02,2,5002,I,1924,1924,Support [1],0,1000014169,0,E1924,Extn1924,T9620,L
INE 8.20,0,0

**Example 9 Conference**
The records below show extension 211 calling 215 and then using a Conference button to bring in 210 and start a conference. The Party 1 Device and Party 1 Name indicate a virtual device, in this case a conference channel.

2004/10/20 07:42:26,00:00:00,2,211,O,215,215,,1,45,1,E211,Extn211,E215,Extn215,1,0
2004/10/20 07:42:26,00:00:06,0,211,O,215,215,,1,45,0,V9551,CO Channel1,E211,Extn211,0,0
2004/10/20 07:42:28,00:00:10,0,210,O,215,215,,1,44,0,V9551,CO Channel1,E210,Extn210,0,0
2004/10/20 07:42:28,00:00:11,0,211,I,215,215,,0,45,0,V9551,CO Channel1,E211,Extn211,0,0
2004/10/20 07:42:40,00:00:00,0,211,I,1,0,00,0,V9551,CO Channel1,E210,Extn210,0,0
2004/10/20 07:42:40,00:00:00,1,211,I,,0,45,0,V9551,CO Channel1,E215,Extn215,0,0
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Avaya
Sterling Court
15 - 21 Mundells
Welwyn Garden City
Hertfordshire
AL7 1LZ
England
Tel: +44 (0) 1707 392200
Fax: +44 (0) 1707 376933
Web: http://www.avaya.com